Policies and Procedures

- **Referral practices**

Cover the right way to make referrals, what data can be shared with other services, and any ongoing responsibilities each organisation has to the client.

- **Confidentiality policy**

A methodical process for creating and regularly updating a Community Resource Index so that every employee is aware of what extra services are accessible to refer to.

- **Guidelines for case conferencing**

Techniques for collaborating with other agencies, such as attending pertinent intermittency meetings.

- **A rule governing how long customers' data is kept on file after they cease using the service.**

Various government agencies disseminate legal guidelines explaining their staff members' obligations to maintain and save data legally.